HP Color LaserJet 2820/2830/2840

Whitepaper

Scanner Error display code information

What is it?

The CLJ2820 - 2840 has several scanner errors that may occur. This paper will attempt to identify the issues that may arise and provide definition to the errors that are displayed.

Display codes identified

This table is in supplement to Service Manual page 279.

Display Code on LCD	FW Error	Process attempted that fails and/or Error Description
1	DarkFind	With this error the bulb will not turn on. The scanner will move right and run into the wall for approx. 14 inches worth of movement and then declare error 1. The CCD never thought it found a place dark enough to observe bulb warm up.
2	LMWTempFind	Scanner sets temporary LIGHT MONITOR WINDOW window.
3	BulbWarmupFromOff	Bulb lights, the CCD observes the LIGHT MONITOR WINDOW output for sufficient light. The error occurs if the threshold light

© 2004 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional

		level is not reached.
4	BulbWarmupFromCoarse	For this error to occur, the lamp has lit, the Calibration Label and the Document Origin found, and the scanner is checking the lamp output under the white label. This error occurs if the light level is too low or the lamp stability criteria are not met.
5	CalLabelFind	Find cal label black/white transition and then find cal label black squares.
6	DocOriginFind	Find bezel notch.
7	LMWFinalFind	Scanner sets final LIGHT MONITOR WINDOW window.
8	CalLabelFindAfterScan	Find cal label after a scan or copy return-to-home.
9	CalLabelFindPriorToStandby	Find cal label prior to going into standby.
10	DocOriginFindPriorToStandby	Find bezel notch prior to going into standby.
11	BulbWarmupFromStandby	Bulb failed to warm up to minimum light level or meet the stability requirement.

Errors in the scanner can occur at any point in image capture or initialization process. In the event that one of the above listed errors is encountered, the troubleshooting tips below may help understand the nature of the failure and offer a corrective action.

1. * Disconnected FFC or discreet wire cabling causes several of the errors in the table above.
2. FW calibration algorithms may contribute to errors (scanner error #8 & horizontal. stretched lines (BPR – bad pixel replacement)), *20050421 FW upgrade or newer, will help fix those errors*.
3. Faulty scanner components such as CCD, mirrors, bulb, cal label, notch, motor, etc might be the next contributor to errors. ~ *Replace the scanner sub-assembly*.
4. The formatter has an analog-to-digital converter that could contribute, as well as the lamp control. ~ *Replace the formatter if the above resolutions are not affective.*

* for disconnected SSA discreet 4 wire bundle, the display reads "Scanner Bulb Warming Up, then Scanner Error #5 (CalLabelFind)" rather than Scanner error code #3 (BulbWarmupFromOff).

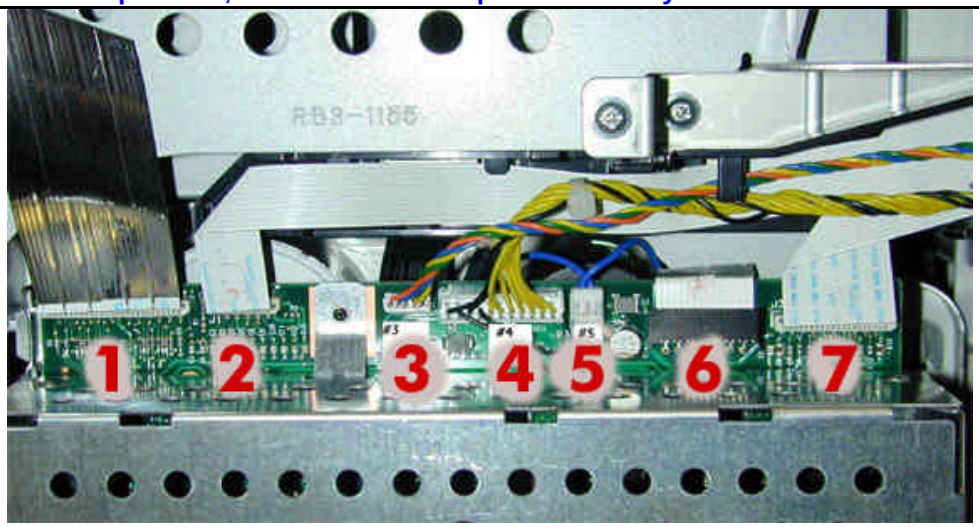
© 2004 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional

Cable connection related messages

The following table will assist in diagnosing display messages related to cable connection issues.

Cable Ref #	**Possible missing or loose connections.** *(note: partial connections may produce other errors)*	***Control Panel*** **Display message** *or condition with 20050121 FW and newer.*	**ADF copy output**
1	Photo Card FFC	"Ready" (no error)	OK
2	Control panel narrow FFC	Display blank (no display)	won't copy
3	Four wire bundle to scanner	"Scanner bulb warming up" then **"Scanner error 5 turn off then on"** Flashing green/red lights	"copy pending"
4	Nine wire bundle to ADF	"Ready" (no error)	ADF does not pull paper. Instead a flatbed copy will occur.
5	Two blue wires top of Formatter	"Scanner bulb warming up"	won't copy
6	ECU to Formatter FFC	Display blank (no display) (79 error during QSI)	won't copy
7	Scanner wide FFC	"Scanner bulb warming up"	won't copy
Not shown	Two blue wires bottom of Formatter	Display blank (no display)	won't copy
Not shown	LIU to Formatter FFC (inside cage)	"Ready" (no error) (49 error during QSI)	OK

If new component solves problem; reinstall "old" component to verify it as DEFECTIVE before scrapping it!



© 2004 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional